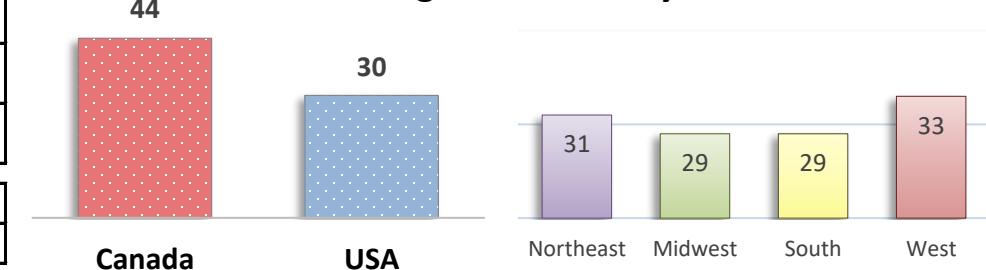
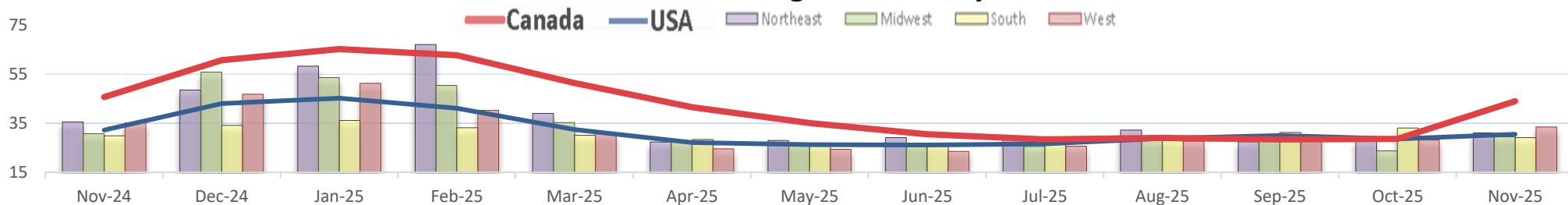


	Canada	USA	Northeast	Midwest	South	West
Average R.E.C.T. Days	44	30	31	29	29	33
Median R.E.C.T. Days	23	16	12	11	12	16
25% Waited Over	57	44	37	36	36	44
Total Dealerships	45	346	45	85	163	98
Work Orders Reviewed ¹	4,159	31,175	4,159	7,181	12,301	7,534

Average R.E.C.T. Days



Historical Average R.E.C.T. Days



Average R.E.C.T. Days based on BILLING TYPE							Average R.E.C.T. Days based on PARTS AVAILABILITY						
	Canada	USA	Northeast	Midwest	South	West		Canada	USA	Northeast	Midwest	South	West
Warranty Coverage	74	48	52	55	43	50	Out-Of-Stock	84	58	63	62	54	59
No Coverage	32	21	20	20	21	23	In Stock ²	32	19	20	19	17	20
Start Days	16	8	8	9	7	7	Identification Days	31	25	25	25	25	25
Job Days	12	12	10	10	12	14	Lead Time Days	20	16	16	15	15	16
Delivery Days	11	8	10	8	7	10	Repair Wait Days	27	14	15	18	13	14
Percentage of Work Orders with Warranty Coverage							Percentage of Work Orders with Out-Of-Stock Parts						
Canada	28%	65%	35%	73%	27%	38%	Canada	23%	31%	26%	24%	32%	34%
USA	72%	35%	65%	62%	61%	65%	USA	77%	69%	74%	76%	68%	66%
Northeast							Northeast						
Midwest							Midwest						
South							South						
West							West						

¹ - Work Orders with inaccurate or omitted dates, R.E.C.T. exceeding two years and all internals are excluded. ² - In stock or no part needed